CALIFORNIA EMERGENCY MANAGEMENT AGENCY (Cal EMA) DOMESTIC VIOLENCE ASSISTANCE PROGRAM PERFORMANCE ASSESSMENT / SITE VISIT REPORT

1. GRANT AWARD NUMBER: DV09201415 DATE OF SITE VIST: 2/24/10

2. GRANT PERIOD: 7/1/2009-6/30/20010

3. RECIPIENT/IMPLEMENTING AGENCY: Community Overcoming Relationship Abuse

(CORA)

4. PROJECT DIRECTOR: Cori Manthorne

PERSONS INTERVIEWED DURING SITE VISIT:

| <u>NAME</u> | TITLE | AGENCY |
|---------------------------------|--|--------------------|
| Steve Anderson | Manager of Housing Services | CORA |
| Maria Cardenas | Case Manager/ Children's Activity Specialist | CORA |
| Vilma Olivera | Case Manager | CORA |
| Jessica Dayton | Supervising Attorney | CORA |
| Harvey Bressler | Director of Finance | CORA |
| Valery Lin | Book keeper | CORA |
| Joy Dickinson | Grants Manager | CORA |
| Signature of Program Specialist | Date Signature of | Section Chief Date |
| Signature of Project Representa | tive Date | |

| ADMINISTRATIVE REVIEW | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|---|------------------------|-----------|------------|
| 1. OPERATIONAL DOCUMENTS | | | |
| Review hard copy/verify the ability to access on line: The Cal EMA Recipient Handbook (R.H.) The Approved Grant Award Agreement The RFA/RFP (supersedes the requirement of the R.H.) The Program Guidelines (supersedes the requirement of the R.H.) Is the project familiar with Office of Management and Budget, OMB Circulars which govern your organization? Circulars may be found at www.whitehouse.gov/omb/circulars. | | | |
| Comments: | | | |
| 2. FIDELTY BOND CERTIFICATE - COMMUNITY BASED ORGANIZ | ATION | (CBO |) & |
| AMERICAN INDIAN ORGANIZATIONS ONLY | | | |
| • Obtain copy of required Fidelity Bond Certificate? [R.H. Section 2161] Does not apply to state, city, or county units of government. | | \bowtie | |
| Does the certificate show: | | | |
| Bonding company name Bond number Description of coverage Amount of coverage (50% of allocation) Bond period Grant award number Employee Dishonesty, Form A Forgery Coverage, Form B Is the State of California, California Emergency Management Agency named on the bond as the beneficiary? | | | |
| Comments: CORA is lacking the bond certificate. Documentation was provided that Dishonesty insurance is provided, but certificate itself (including the details of the missiong. The information provided also indicates Form B "Forgery" is not currectly current amount CORA is covered for does not equal 50% of the total grant award. | e certific ntly cov | cate) w | ere |
| 3. ENVIRONMENTAL IMPACT – CEQA COMPLIANCE (R.H. Section 2 | 2153) | | |
| • Does the project have their CEQA documentation on file? | | | |
| Comments: CORA did not have any CEQA documentation on file for the shelter. The leased. | Γhe busi | ness of | fice is |
| 4. PROOF OF AUTHORITY (R.H. Section 1350) | | | |
| • Does the project have a written authorization/resolution on file as required by the Grant Award Agreement? *Ask for copy | \boxtimes | | |

6/23/2010

Comments:

| | <u>YES</u> | <u>NO</u> | <u>N/A</u> |
|--|------------|-----------|------------|
| | | | |
| | | | |
| 5. ORGANIZATIONAL CHART | | | |
| • Review the organizational chart. Are all budgeted positions identified? | | | |
| Comments: | | | |
| 6. Cal EMA MODIFICATION (Cal EMA 2-223) | | | |
| • Review the purpose/preparation of Grant Award Modification (Cal EMA 2-223). [R. H. Section 7500] (Instruct the project staff on the procedure to obtain the most recent forms from Cal EMA website.) | | | |
| A modification is needed for the following: | | | |
| O Budget changes | | | |
| Change in key personnelAdding/changing additional signers | | | |
| Change goals/objectives, or activities | | | |
| | | | |
| Address change | | | |
| o Other | | | |
| S . | PSA. Add | itional | |
| Other Comments: A modification is already underway to account for an increase in FV modifications will be made at that time. | PSA. Add | itional | |
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| Other Comments: A modification is already underway to account for an increase in FV modifications will be made at that time. PERSONNEL POLICIES Does the project staff have access to written personnel policies as | PSA. Add: | | |
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| Other Comments: A modification is already underway to account for an increase in FV modifications will be made at that time. PERSONNEL POLICIES Does the project staff have access to written personnel policies as required? [R. H. Section 2130] Do policies include: Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions | PSA. Add | | |
| Other Comments: A modification is already underway to account for an increase in FV modifications will be made at that time. 7. PERSONNEL POLICIES Does the project staff have access to written personnel policies as required? [R. H. Section 2130] Do policies include: Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] | PSA. Add | | |
| Other Comments: A modification is already underway to account for an increase in FV modifications will be made at that time. 7. PERSONNEL POLICIES Does the project staff have access to written personnel policies as required? [R. H. Section 2130] Do policies include: Maintenance of personnel files for all paid and volunteer staff including job applications, salaries, benefits, and current job duties/descriptions A current Drug Free Workplace policy statement on file signed by the employee? [R. H. Section 2152] Work hours | PSA. Add | | |

Comments: A Drug Free Workplace statement is in the employee handbook, and employees sign a form stating they have reviewed the employee handbook. However, a Drug Free Workplace Statement is not signed by each employee or consequently stored in the Personnel file.

8. <u>FUNCTIONAL TIMESHEETS</u>

A.

| AD | MINISTRATIVE REVIEW | <u>YES</u> | <u>NO</u> | N/A | |
|-----|--|-------------|-----------|-------------|--|
| • | Does the project use functional timesheets for each grant funded position less than 1 FTE? OR Time Study Allocation plan updated | | | | |
| • | within the last 2 years? [R. H. Section 11331] Are timesheets (paid staff & volunteer) signed by staff & approved by supervisor? (Review timesheets to ensure they are signed by the staff and supervisor) | | | | |
| Com | ments: | | | | |
| 9. | DUTIES OF FINANCIAL OFFICER AND BOOKKEEPER | | | | |
| • | Are the duties of the financial officer and the bookkeeper separate to ensure no one person has complete authority over a financial transaction? O Name of individual who approves purchases. Harvey Bressler O Name of individual who writes checks. Valery Lin O Name of individual(s) who signs checks. Melissa Lukin, Cori Manthorne, or a designated board member (three selected and given power for that purpose) | | | | |
| Con | ments: | | | | |
| 10. | SOURCE DOCUMENTATION-Fiscal [R. H. Section 11000] | | | | |
| • | Does the project maintain a record-keeping system which will accurately support costs claimed on Report of Expenditure and Request for Funds (Cal EMA Form 2-201)? | | | | |
| • | Does the project maintain an accurate inventory log of equipment purchased with grant funds? | | | \boxtimes | |
| Con | ments: | | | | |
| 11. | PROJECT EXPENDITURES | | | | |
| • | Is the project's expenditure rate commensurate with the elapsed period of the grant? | \boxtimes | | | |
| • | Are the project's expenditures being made in accordance with the | \boxtimes | | | |
| • | terms of the Grant Award Agreement? Does the project need to submit a Grant Award Modification Request (Cal EMA Form 2, 223)? | \boxtimes | | | |
| • | Request (Cal EMA Form 2-223)? Is the project up-to-date with the submission of Cal EMA Form 2-201? | | | | |

Comments:

| ADMINISTRATIVE REVIEW | <u>YES</u> | NO | <u>N/A</u> | |
|---|------------|----|------------|--|
| 12. MATCH REQUIREMENTS | | | | |
| Does the project have a match requirement? Is the project meeting the match requirement? Review the supporting documentation to substantiate cash or in-kind match. | | | | |
| Comments: | | | | |
| 13. EEO POLICY | | | | |
| • Go over EEO checklist. (Separate document) | | | | |

Comments: CORA lacks a written policy for dealing with persons having a Limited English Proficiency. Additionally, the EEO Policy is written in the Employee Handbook, which is distributed only to employees (as opposed to employees, volunteers, clients, and the general public).

| В. | PROGRAMMATIC REVIEW | YES | <u>NO</u> | <u>N/A</u> |
|-----|--|-------------|-----------|------------|
| GEN | IERAL | | | |
| | 1. PROGRAM GOALS AND OBJECTIVES | | | |
| | • Review the goals and objectives of the program and the programmatic requirements of the Grant Award Agreement. Is the | | | |
| | project meeting the program goals and objectives? Does the project staff need to submit Cal EMA Form 2-223 to modify their grant objectives? | | | |
| | Comments: The project is showing reported stats that are somewhat lower than the these numbers are more than likely due to reductions in services available because conditions. The projected numbers are no so far off from the projected goals as exclusively for this purpose at this time. | ise of the | curren | t economic |
| | 2. PROGRESS REPORT | | | |
| | • Discuss and review the programmatic Progress Report requirements. | \boxtimes | | |
| | Comments: | | | |
| | 3. SOURCE DOCUMENTATION – Programmatic | | | |
| | Is the project maintaining a record keeping and data collection process that will accurately support the project's reported data on the Progress Report form? Review the project's file system and data collection process. | | | |
| | Comments: | | | |
| | 4. OPERATIONAL AGREEMENTS | | | |
| | • Does the project have current Operational Agreements as required by the Grant Award Agreement? | | | |
| | Comments: | | | |
| | 5. PROJECT STAFF DUTIES | | | |
| | • Interview project staff and discuss their duties and the relationship to the grant. Are employees performing duties as stated in the Grant Award Agreement? | | | |
| | Comments: | | | |

| C. | SUBLEMENTAL PROGRAMMATIC REVIEW | YES | <u>NO</u> | <u>N/A</u> |
|-----|---|-------------|-----------|------------|
| DIR | ECT SERVICES | | | |
| | Maintain 24-hour crisis hotline Crisis line staffed 24 hours a day, 7 days a week. Documentation procedures ensure accurate statistical data on progress report (PR). | | | |
| | Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | |
| | Comments: Documentation exists for the various facets of the services provided. H whereby the statistics recorded from these services are reported to the person respectata. The data is being tracked, but the policy for handling the data is lacking. | | - | • |
| | 2. Counseling to adult DV victims Free individual and group counseling provided to adult DV victims. If counseling referred, OA on file with service providers. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | |
| | Comments: See above | | | |
| | 3. Business Center Business center open during routine business hours. Staff coverage provided during lunchtime and staff meetings. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | |
| | Comments: See above | | | |
| | 4. Emergency Shelter Physical shelter exists Emergency shelter provided to DV victims and their children 24 hours | \boxtimes | | |
| | Victims and children with disabilities accommodated. Children's services provided. Accommodations for schooling made while children are in shelter. Written protocol for reporting suspected child abuse in place. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | |

Comments: See above

5. Emergency food and/or clothing

| C. | SUBLEMENTAL PROGRAMMATIC REVIEW | <u>YES</u> | <u>NO</u> | <u>N/A</u> | _ |
|----|--|------------|-----------|------------|---|
| | Emergency food and/or clothing provided to DV victims and their children. | | | | |
| | If emergency food and/or clothing is referred, OA on file with service providers. | | | | |
| | Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | | |
| | Comments: See above | | | | |
| | 6. 24 hour emergency response to Law Enforcement (LE) Written protocol in place to address LE referrals. Current OA on file with local LE. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | | |
| | Comments: CORA has what appears to be an amazing relationship with all of the agencies. San Mateo County has established written protocols for responding to has been beautifully integrated into the buisness practices at CORA. | | | | |
| | 7. 24 hour response to hospital emergency rooms Written protocol in place to address emergency room referrals. Current OA on file with local emergency rooms. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | | |
| | Comments: See C1 | | | | |
| | 8. 24 hour transportation to shelter or other safe location Emergency transportation provided 24/1 to shelter to other safe location. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | | |
| | Comments: See C1 | | | | |
| | 9. Counseling to children of DV victims Free, age-appropriate counseling provided to children of DV victims. If counseling is referred, OA on file with service providers. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | | |

| <u>C.</u> | CLIDI EMENTAL DDOCDAMMATIC DEVIEW | | NO | NT/A | |
|--|---|------------|-----------|------------|--|
| <u>. </u> | SUBLEMENTAL PROGRAMMATIC REVIEW | <u>YES</u> | <u>NO</u> | <u>N/A</u> | |
| | Comments: See C1 | | | | |
| | 10. Court and Social Service Advocacy for DV victims Victim advocacy to social services agencies provided. Court accompaniment provided. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/ Cal EMA 2-101. | | | | |
| | Comments: See C1 | | | | |
| | 11. Legal Assistance Legal assistance with TRO's and other protective and/or custody orders. If legal assistance is referred, OA on file with service providers. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101. | | | | |
| | Comments: See C1 | | | | |
| | 12. Local community services Involvement in local DV Council or other collaborative partnerships. Referrals made to other agencies in the DV services network. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/Cal EMA 2-101. | | | | |
| | Comments: See C1 | | | | |
| | 13. Household establishment DV victims receive assistance establishing a new residence. If household establishment assistance is referred, OA on file with service providers. Documentation procedures ensure accurate statistical data on PR. Meeting objective as proposed in Grant Award Agreement/Cal EMA | | | | |
| | 2-101. | | | | |
| 40 | Comments: See C1 | | | | |
| <u>40-H</u> | IOUR TRAINING | | | | |
| | 1. Can the project ensure advocates working with victims meet the requirements of a "domestic violence counselor" pursuant to | | | | |

| С. | SUBLEMENTAL PROGRAMMATIC REVIEW | <u>YES</u> | <u>NO</u> | <u>N/A</u> | |
|------|---|------------|-----------|------------|--|
| | Evidence Code §1037.1(a)(1)? | | | | |
| | Comments: | | | | |
| | 2. Does the project have a current Training Summary/Training Syllabus which meets the requirements of Training Curriculum Resource and Development Guide? | | | | |
| | Comments: | | | | |
| ADDI | TIONAL REQUIREMENTS | | | | |
| | Do the written policies pertaining to the provision of all services are inclusive of all domestic violence victims and their children per the RFA. | | | | |
| | Comments: | | | | |
| | 2. Does the project provide alternative shelter and other services through motel vouchers and referrals, to the best of their abilities, to all victims of domestic violence served through this program per the RFA? | | | | |
| | Comments: | | | | |
| | 3. Does the project have a children's program in their shelter facility per the RFA? | | | | |
| | Comments: | | | | |
| | 4. Does the project make arrangements for school aged children to continue their education during their stay at the shelter per the RFA? | | | | |
| | Comments: | | | | |
| | 5. Does the project have a documented for the handling and storage of confidential client information per the RFA? | | | | |
| | Comments | | | | |

D. ADDITIONAL COMMENTS:

NOTES: